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ABSTRACT OF THE DISCLOSURE

The invention provide a centralized maintenance management method and system for a portable telephone system by which fault recovery is performed efficiently. A remote maintenance console for use for maintenance of a portable telephone system accesses a web server of a portable telephone system concentrated maintenance management system over the Internet and searches a database server in which fault data and a diagnosis dictionary are stored to acquire data necessary for fault diagnosis and fault recover. Further, the remote maintenance console is connected to a terminal of a maintenance engineer or a developing engineer in charge of a maker and can receive supporting of maintenance operation on-line from a remote place. Further, request for repair from the remote maintenance console and issuance of a repair acceptance and a repair completion report and report of a repair progress situation from the maker side are performed on-line through an information providing server.

T06T0T"853T8660